



FIGTREE HEIGHTS

PUBLIC SCHOOL

PRINCIPAL: Ms Skye Seymour

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Approaching Your School Policy

Who do I talk to and how do I organise it?

A Parent and Carer's guide for seeking information and expressing concern

From time to time parents or other members of the school community may need to approach the school in order to:

- Discuss the progress or wellbeing of own child.
- Express concern about actions of other students.
- Enquire about school policy or practice.

It is therefore necessary to have procedures and guidelines that will help solve problems as soon as possible so that a safe and harmonious school environment is maintained. The best results usually flow from working together.

The approaching your school guidelines aim to:

- Provide an ordered guide to ensure concerns are dealt with in an open and fair manner.
- Ensure that the rights of students, teachers and parents are respected and upheld.
- Support sensitivity and confidentiality.
- Help reach an agreed solution.

On occasion, concerns may cause frustration and anxiety. At such times it is always important to organise a time to talk with school staff in an unhurried and confidential atmosphere.

Trying to talk to teachers when they are teaching, managing children or are engaged in another conversation is inappropriate.

In very rare cases, where people wishing to express concerns do so in an aggressive, threatening or violent manner, the Principal (or nominee) has the legal authority under the *Inclosed Lands Act* to:

- Direct the person to immediately leave the grounds.
- Call the police to remove the person should he/she refuse.
- Withdraw future permission (by letter) for the person to enter the grounds without the permission of the Principal.



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Approaching Your School Guidelines

CONCERN	APPROPRIATE ACTION
<p>The academic progress of own child</p>	<p>Directly contact the child's teacher either by note, by phone or in person <i>to arrange</i> a suitable time to discuss any issues.</p>
<p>The welfare of own child</p>	<p>For <i>minor issues</i>, directly contact your child's teacher and make an appointment to clarify information.</p> <p>For <i>more serious concerns</i>, contact office. State nature of concern and arrange a suitable time to talk with class teacher or appropriate staff member.</p> <p>To <i>convey information</i> about change of address, telephone number, emergency contact, custody details, health issues etc. please contact the office.</p>
<p>Actions of other students</p>	<p>Contact the class teacher for a classroom problem.</p> <p>Contact the class/involved teacher or principal for playground problems.</p> <p><i>At no time should a parent approach another child to address an issue at school.</i></p>
<p>School policy or practice</p>	<p>Contact office. State nature of concern and make an appointment to see principal and/or appropriate member of staff.</p> <p>A formal complaint form is available from the Principal.</p>

Please note: Trying to talk to teachers when they are teaching, managing children or are engaged in another conversation is inappropriate. 'Catching' a teacher as they are entering the classroom to start the day or a session is also inappropriate timing.